



Health Services
LOS ANGELES COUNTY

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313 N. Figueroa Street, Suite 912
Los Angeles, CA 90012

Tel: (213) 240-8101
Fax: (213) 481-0503

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October 19, 2009

TO: Each Supervisor

FROM: John F. Schunhoff, Ph.D.
Interim Director

SUBJECT: **REQUEST TO PROCESS AN INFORMATION
TECHNOLOGY SUPPORT SERVICES MASTER
AGREEMENT (ITSSMA) WORK ORDER TO
ASSIST THE DEPARTMENT OF HEALTH SERVICES
WITH THE ASSESSMENT OF AN ELECTRONIC
HEALTH RECORD VENDOR PRODUCT**

This is to notify you of my request to the Internal Services Department (ISD) for an ITSSMA Work Order to obtain consultant services to assist the Department of Health Services (DHS) in the development and assessment of an Electronic Health Record (EHR) system. Gartner was selected as the vendor through a competitive bid process. The cost of this Work Order is \$445,000 over a period of three (3) months. In accordance with ITSSMA guidelines, prior Board notice is required for projects that will exceed \$300,000.

BACKGROUND

The implementation of an EHR within DHS is essential to the improvement of patient care delivery, and the American Recovery and Reinvestment Act of 2009 (ARRA) provides incentives for "meaningful use" of an EHR by certain dates. The Act also imposes financial penalties to healthcare providers if meaningful use is not attained by a certain date.

County Strategic Plan Goal 4, Health and Mental Health, seeks to "Improve health and mental health outcomes and maximize efficient use of scarce resources, by promoting evidence-based prevention and service principles that are population-based, client-centered and family-focused." Implementation of an EHR is a critical capability and prerequisite to attaining Goal 4.

The EHR is also a prerequisite for enabling DHS sharing of patient information required to satisfy the recent Board motion regarding establishing a Health Information Technology (HIT) Demonstration Project enabling "a cost effective and secure electronic exchange of patient medical records among relevant public and private health providers."

On August 25, 2009 ISD released an ITSSMA Work Order Availability Notice to vendors preapproved for Master Services Agreements. The bid closed on September 21, 2009. Two vendors submitted bids. The bids were evaluated utilizing the County's Informed Averaging methodology. On October 8, 2009 Gartner was selected as the vendor to provide the required consultant services for this project.

SCOPE OF WORK

The scope of work for the Consultant shall include the following:

- Consultant review and assessment of current state of DHS' clinical applications, integration, and architecture.
- Presentation of Consultant's research and knowledge regarding EHR vendor products and a high level Gap analysis of existing DHS Information Systems currently in use.
- Facilitate the development of a series of scenarios related to patient care.
- Guide and facilitate the development of metrics for the System assessment.
- Assist with the development of "Best of Breed" business and technology requirements for the DHS EHR.
- Guide the development of a clinical and functional gap analysis relative to these "Best of Breed" requirements.
- Assist in the review of the current DHS technical infrastructure.
- Identification of product deficiencies present in the existing system that must be rectified prior to implementation.
- Development of cost estimates for EHR development and implementation.
- Development of a "Readiness Assessment" addressing DHS resources, expertise, methodologies, infrastructure, governance, and other factors necessary for successful EHR implementation success.
- Provide recommendations regarding moving forward with current DHS Systems versus investigating other vendor products.

Other tasks may be identified as by-products of the assessment that would be added during the engagement.

JUSTIFICATION

DHS does not have the resources, the body of knowledge, nor experience levels necessary to evaluate its existing IT Systems, to determine if the "best of breed" standards for an EHR are present. Proceeding with an implementation of an EHR that falls short of those standards would

lead to less effective and less efficient operations providing patient care services, yielding far less desirable outcomes than could otherwise be achieved. Thus, before committing substantial resources to an implementation of a product or system, it is critical that its capabilities be assessed.

This request to engage a consultant to assist with the evaluation of DHS' current system to provide acceptable EHR capabilities is essential to meeting the timeframes of ARRA.

This is a temporary resource that will not need to be sustained once an EHR implementation strategy has been determined.

FISCAL IMPACT

Pricing will be based on a fixed price proposal for the deliverables resulting from the tasks identified within the scope of work. The proposal should also provide a time and materials blended rate for tasks falling beyond the scope of work that may be identified during the engagement. These additional services will be capped when the work order is issued. The cost of this project is \$445,000 and the funds are in the Fiscal Year 2009-2010 DHS HSA-IT final budget.

CLOSING


Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to proceed with this Work Order. On November 4, 2009, we will instruct ISD to proceed with the execution of this Work Order.

If you have any questions or require additional information, please let me know.

JFS:gc

c: Chief Executive Officer
Acting County Counsel
Executive Officer, Board of Supervisors
Chief Information Officer
Director, Internal Services Department

NOTED AND APPROVED:


Richard Sanchez
Chief Information Officer

10-21-09
Date